

# VAMC MEMPHIS REPORT

UTVA Quarterly Meeting

June 4, 2012

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## Opening Introduction

### 1. BUDGET

The Memphis FY12 Budget Allocation increased marginally over last fiscal year and with hiring of select staff the Memphis VA has taken huge steps in reducing Fee costs.

Select hiring has included:

- Physicist
- Dosimetrist
- GI doctor to perform endoscopies
- Injection Physician
- Surgical and Mental Health Registered nurses
- Patient Flow Team Coordinator(s)

We have opened up additional beds in Medicine, Surgery and MH units to bring in patients into the hospital as opposed to sending them into the community hospitals. This is projected to reduce our Fee Costs by approximately \$5.2 million. .

Memphis received an additional 10 million in April of 2012 to purchase High Technology High Cost (HTHC) equipment. The additional funds will be used to upgrade and replace major sections of the facility radiology department, and other areas through the facility.

### 2. UNIQUE PATIENT WORKLOAD

Unique Patients	FYTD through January 2012		
Measures	FY10	FY11	FY12
Total Uniques	46,163	47,993	49,178
Unique Women	2,346	2,654	3,095

### 3. SATISFACTION

Memphis continues to improve patient satisfaction. Our most recent satisfaction scores (February 2012) indicate we are meeting our target in 10 of our 20 FY2012 performance measures which represents an increase over our FY2011 scores, where we met only 3 of the 20 measures. In January 2012 VAMC Memphis met both the inpatient and outpatient overall satisfaction measures for the first time in recent years and in February 2012 we met 16 of our 20 performance measure targets.

A Throughput Tracker led by the Chief of Staff and comprised of multidisciplinary members has been established to focus on managing the patient's overall experience from the time they enter the facility until discharge. The group has representatives from all areas involved in the movement of patients throughout the facility. VAMC Memphis is also seeking the services of outside consultants who are capable of providing real time patient feedback. This will allow the facility to respond to and resolve concerns prior to patient leaving the hospital, this should result in continued improvement of our Patient Satisfaction scores.

Jan 25-26, 2012	Annual PVA Site Visit	Spinal Cord Injury
Jan 25-26, 2012	National Health Physics Program (NHPP) – Annual Unannounced Review	Radiation Safety
Jan 30-Feb 2, 2012	OIG CAP for CBOCs – Smithville and Dyersburg	CBOCs
Feb 7-9, 2012	OIG Visit - Follow-up on ED Hotline	Emergency Department
Feb 7-10, 2012	VHA Privacy Compliance Assurance (PCA) Office, Privacy Assessment Survey	Medical Center
Feb 27-Mar 2, 2012	VHA HR Over Site & Effectiveness Review	Human Resources
Feb 27-Mar 2, 2012	Physical Access Control System (PACS)	Police Service
Mar 12-16, 2012	VISN 9 Financial Quality Assurance Audits – Fiscal and Business Office - Payroll Administration, Agent Cashier, and Employee Accounts Review	Fiscal Service and Business Office
April 2-6, 2012	Ernst & Young – Continuous Readiness Information Security Program (CRISP) –	ISO and OI&T – Medical Center
April 23-27, 2012	Office of Management & Budget (OMB) A123 Internal Control Testing	Fiscal Service

#### 4. SURVEYS, SITE VISITS & REVIEWS

Memphis had ten (10) program review visits between January 1, 2012 and April 30, 2012. The following are a list those visits:

#### 5. CONSTRUCTION UPDATE

Project Number	Project Title	Status
614-310	Outpatient Mental Health Renovation	Substantially Complete
614-312	VMU and Research Laboratory Upgrade	Substantially Complete
314-313	Expand and Modernize Operating Rooms	Construction
314-318	Bldg 1A Entrance Expand & Structural Improvements	AE Design
614-CSI-101	Expand Ambulatory Care Bldg for OIF/OEF and Polytrauma	Construction
614-CSI-104	Expand Bldg 5 for Residential PTSD	Construction
614-08-101	Electrical Distribution Upgrade Phase 3	Construction
614-09-101	Replace Air-Handlers Ground Floor and Roof	Substantially Complete
614-09-106	Renovate for Cat Scanner and Ultrasound	Construction
614-10-103	Renovate 2 <sup>nd</sup> Floor Neuropsychology	Construction
614-10-104	Bldg 5 Renovate for Women's Comprehensive Healthcare	Construction
614-10-110	Replace Building 7 Air-Handlers	Construction
614-10-117	Replace Interior Lighting - Energy	Construction
614-10-122	Renovate Bldg 1 2 <sup>nd</sup> Floor Administration	Construction
614-10-123	Renovate for Biomedical Shop and Servers	Construction
614-10-124	Upgrade AC Controls and Energy Management System	Construction Solicitation
614-10-126	Replace VFD and Pumps	Completed

614-10-128	Repair and Replace Steam Pipe Insulation	Construction
614-10-102	Expand Emergency Department	AE Design
614-06-103	Mitigate Security Risks	AE Design
614-10-115	Renovate Ground Floor Research	AE Design
614-11-101	Upgrade Fire Sprinkler Protection	AE Design
614-12-101	Upgrade Electrical Distribution Phase 4	AE Design Start
614-12-102	Replace Mechanical Equipment and Motors - Energy	Construction Start
614-09-110	Improve Interior and Exterior Signage and Way finding	In-House Design
614-09-109	Replace Building 7 Chiller, Cooling Tower, and Pumps	Construction Solicitation
614-13-101	Replace Facility Roofs	Construction Solicitation

## 6. CONGRESSIONAL ACTIVITIES

On April 12, a staff member in the office of Senator John Boozman (R-AR), met with the Director at Memphis VAMC to present him with a certificate of appreciation. In addition, the staff member wanted to discuss current Veteran-related issues. The staff member was passing through on his way to Washington, D.C. to meet with the Senator.

## 7. ACTIVITIES, EVENTS & RECOGNITIONS

On March 8, New Models of Care Expo hosted by the Health Promotion Disease Prevention (HPDP) Committee at Memphis VAMC took place. The event is part of an ongoing effort to educate internal and external stakeholders about the T-21 initiatives to transform healthcare and showcase the programs, personnel, and equipment that are currently in use. The main goal of the event is to raise awareness of good health practices. The event was interactive and featured the latest innovations in PACT (Patient Aligned Care Team), Prevention, MyhealthVet, Tele-Health, Specialty Care, Women's Health, Patient Centered Care , Mental Health, Nutrition, Homeless Veteran Program, MOVE and Veteran Benefits. The event had virtual walking and biking, healthy snacks and informative demonstrations by clinicians. The Expo was well attended.

On March 29, Union University School of Social Work (Jackson, TN.) invited Memphis VAMC to participate in Social Work Awareness Day. Renee Brown, LCSW and Jackie Taylor-Mays, LCSW represented Memphis VAMC by networking with other professionals and educating them on VA initiatives. Discussion was focused on Homeless Programs, OEF/OIF/OND/ Suicide Prevention and other Mental Health Services the VA offers.

On March 24, Memphis VAMC was the featured cover story for Memphis News Magazine. The article was entitled, *'People Like Me' Memphis VA Hospital works to improve life for newest wave of Veterans*. Read full story here:

<http://www.memphisdailynews.com/editorial/Weekly.aspx>

On March 30, the PAO at the Memphis VAMC arranged for an ABC Channel 24 News reporter to interview two Vietnam Veterans who receive their care at the medical center. The purpose of the interviews was to coincide with the National Observance of Vietnam Veterans Welcome Home. The segment aired on the 5:00 p.m. broadcast.

On April 5, a local media crew recorded the Chief of Neurology at the Memphis VAMC on his laboratory research. The research is from a VA grant and the Chief of Neurology is the principle investigator of the laboratory. The purpose of the video is for public education in a peer-reviewed scientific journal.

April 17-18, two Veterans from the “Wall-to-Wall Cross Country Bicycle Ride” who began their journey in February from the *Wall of Valor* in Bakersfield, CA, on route to the *Vietnam Memorial Wall* in Washington, DC., had Memphis VAMC as one of the stops on the ride path. The Wall to Wall Cross Country Bicycle Ride is a 4,263 mile journey across the southern half of the United States by two combat Iraq War Veterans. One Veteran is a 3 time Iraq War Veterans and a 3 time Purple Heart Recipient and a Double amputee. The other Veteran is a retired NFL Player, a United States Marine, friend and former teammate of Pat Tillman. The purpose of the ride is to raise awareness of and support for our Nation’s Veterans, Veteran organizations, Veteran suicide awareness, and to promote Veteran centers on all college campuses throughout the United States. The Director, several employees at Memphis VAMC, and Vet Center staff rode in the Mobile RV to meet the bikers at the Memphis Bridge to welcome them to Memphis and ride in with them to the medical center. The next day, the cyclists visited Recreational therapy to give an inspirational talk to Veterans and employees.

April 18, the Medical Center Director/CEO at Memphis VAMC hosted the quarterly Veterans Advisory Council (VAC) meeting. Representatives of the VAC include: American Legion, Tennessee Department of Veterans, Disabled American Veterans, Veterans Services, Shelby County Mayor's Office, Veterans of Foreign Wars, Tennessee Committee for Employer Support of the Guard and Reserve, Military Order of Purple Heart (MOPH), Marine Corp. League, Paralyzed Veterans of America, Women Who Actively Volunteer for Emergency Services (WAVES), and Vietnam Veterans of America. This group functions as a multi-interest body to offer information and advice to the Chief Executive Officer on issues related to quality, effectiveness and patient satisfaction.\

April 24, Memphis VAMC was featured in *The Commercial Appeal* newspaper. The article was entitled, *Court sought to assist Veterans—Proposal would serve arrested ex-warriors*. The story highlighted Memphis VAMC staff working with the Shelby County court system to establish a Veterans Court. This Court will link Veterans to services the Memphis VAMC offers. Staff at the Memphis VAMC have taken a primary lead in the planning, development, and implementation of the Court. Click link for the full story:

<http://www.commercialappeal.com/news/2012/apr/24/court-sought-to-assist-veterans/>

April 22, Recreational Therapy at the Memphis VAMC was featured in *The Commercial Appeal* Sunday edition newspaper. The title of the article was, *Veterans Drawing on health... Veterans find relief for stress and injury in diversion of artwork*. The article stated, “Area Veterans who spend time at the Memphis VAMC have learned to cope with the aid of a nontraditional therapy. Rather than physical therapy or occupational therapy, these men and women are benefiting from art therapy.” The story profiled several Veterans who are currently in the art program and how much they have benefited from it

At the 25th *Celebrate Nursing Gala* at the Holiday Inn University of Memphis, Seventeen nurses from the Memphis VAMC were selected and honored as the Top 100 Nurses for 2012. In addition, one of the nurses was also selected for the prestigious Excellent Eleven.

April 26, the Suicide Prevention Coordinator at the Memphis VAMC was reappointed to serve as a Board Member on the Tennessee Suicide Prevention Advisory Council by the Governor of the State of Tennessee.

On May 16, Memphis VAMC was featured in *The Commercial Appeal* newspaper. The title of the article was, *Veterans discuss VA health care—Medical center gets complaints, praise*. The article highlighted more than two dozen Veterans who attended a town hall meeting at the American Legion Post 27 on May 15. Negative and positive comments regarding the care and treatment at the Memphis VAMC were noted in the article

On May 17, employees, volunteers, and Veterans at the Memphis VAMC participated in the second annual national VA2K event held outside the medical center. The purpose of the VA2K was to encourage employees at all levels of fitness to join in for a walk/run while benefiting homeless Veterans. More than 300 people participated in the walk/run/roll event.

May 21, the Supervisor of Biomedical Engineering at Memphis VAMC submitted an idea into the VA Innovations competition for environmental control units (ECU) for spinal cord patients. The Chief of Spinal Cord Injury Unit and Biomedical Equipment Support Specialist also collaborated on the project. The idea was approved and a grant was received for \$728,150 for the purchase of the environmental control units and individual patient televisions for all of the 60 patient beds in Spinal Cord. This equipment will provide spinal cord injured patients with the capability to control their surroundings, including nurse call, bed control, making phone calls, and television controls. The patient can control this equipment through the sip n puff straw, voice activation, or eye gaze. This equipment is one of a kind and has not been implemented in a hospital setting before. This project is expected to greatly improve patient satisfaction as well as increase nursing productivity, thereby saving the medical center money.

From May 25-27, the Eagles Nest 8th Annual American Motorcycle Ride for spinal cord injury Veterans at the Memphis VAMC took place. Every Memorial Day weekend, riders gather in Tulsa, OK, and begin a journey to the Memphis VAMC Spinal Cord Unit. On May 26, they will arrive at the medical center and host a BBQ luncheon with live entertainment for the Veterans. Afterwards, the riders will make a donation to the spinal cord unit and visit with each Veteran in the hospital. The motorcycle riders gather donations all year long to raise monies to support the Wounded American Soldiers from all over the country who are hospitalized in the Spinal Cord Injury Unit at the Memphis VAMC.

On May 27, Memphis VAMC participated in the Memorial Day Service at the Memphis National Cemetery. The program was sponsored by the Manager, Shelby County Veterans Services. Keynote speaker was the Director, VBA Regional Office Jackson, MS.